



# SUPPLIER QUALITY MANAGEMENT

## WHO SHOULD ATTEND?

Quality, Purchasers, Production, Process, Design, Customer Service, R&D – Executive, Engineers, QMR, and People involved in Managing Supplier Quality and Delivery



## SMI LEARNING OBJECTIVE

### SMI SKILL ONE

Vendor Selection Toolkit – Get the BEST Vendor for Quality and Delivery

### SMI SKILL TWO

Negotiate for Supplier Quality – Pre-Negotiation Worksheet and Action Plan

### SMI SKILL THREE

Conduct Quality Audit – Select RIGHT QA Members (Design, Quality, Production)

### SMI SKILL FOUR

Vendor Quality Assurance Focus – Brainstorm Before, During and After

### SMI SKILL FIVE

Secure Vendor Commitment – Amplify Kaizen Benefits (Cost, Delivery and Orders)

### SMI SKILL SIX

Creative Thinking Strategies – Green, Yellow, White, Black, Red and Blue Ideas

### SMI SKILL SEVEN

Present Vendor Partnership Plan 2021 – Objectives, Strategies and Action Plan

## “ THE WORLD HAS CHANGED ”

The IMPOSSIBLE Happened! A Worldwide Shutdown 2021; this CHANGES EVERYTHING in SUPPLIER QUALITY and a NEW NORMAL will emerge!

A Worldwide Recession, Business Model Change, Work from Home, Communication Delays, Reduced Investments, Compulsory Health Screening, IT Dependence, etc.

The more 'adept' companies will achieve Profits Faster. We MUST expect Supply Chain Disruptions, Vendor Financial Meltdown, Lack of Materials, Slow Operations, Unpredictable Demands and a myriad of NEW CHALLENGES, NEVER EXPECTED!

SUPPLIER QUALITY MANAGEMENT requires Rethinking 'Traditional' Strategies, Persuade Stakeholders to CHANGE and Support New Initiatives – Creative Strategies, Practical Solutions and Move Away from Current Practices – It requires a Paradigm Shift





# SUPPLIER QUALITY MANAGEMENT

Smart Production –  
ZERO Reject Incoming  
Deliveries and Vendor  
Continuous  
Improvement

## PART A “ SUPPLIER QUALITY MANAGEMENT (SQM) STRATEGIES ”

- 1. The ‘Smart’ Quality 2021** – Customer Orders, High Rejects, Material Quality, Cost Pressure, etc.
- 2. SQM Strategies in Action** – Select BEST Vendor, Quality Assurance, Quality Check and Vendor Development

## PART B “ SECURE BEST VENDOR – QUALITY, DELIVERY and VALUE ”

- 1. VENDOR SELECTION STRATEGY and APPROVED VENDOR LIST**
  - A. Vendor Selection Committee** – Procurement/ User/Quality Team, Toolkit and Approval
  - B. Justify, Justify and Justify Vendor Selection** – Confidence, Quality, Evaluation and Trust
  - C. SMI Skill ONE** – Vendor Selection Toolkit – Get the BEST Vendor for Quality and Delivery
- 2. VENDOR NEGOTIATION STRATEGY – WIN QUALITY COMMITMENT**
  - A. Present Supplier ‘Business Opportunity’** – Capacity, Profits, Fixed Costs, Track Record, etc.
  - B. WIN-WIN Partnership ‘Selling to Supplier to Sell’** – Decision Influencer and Business Value!
  - C. SMI Skill TWO** – Negotiate for Supplier Quality – Pre-Negotiation Worksheet and Action Plan/warehouse

## PART C “ SUPPLIES QUALITY ASSURANCE – VENDOR CONFIDENCE ”

- 3. VENDOR QUALITY ASSURANCE – PRE-SELECTION AUDIT**
  - A. Vendor Quality Failure** – Untrained Staffs, Management, Weak QC Control, Process, etc.
  - B. Assess Vendor QA Team Competency** – Quality Leadership, Team, Process and Documentation
  - C. SMI Skill THREE** – Conduct Quality Audit – Select RIGHT QA Members (Design, Quality, Production)

## 4. CRITICAL VENDOR QUALITY ASSURANCE AUDIT

- A. Vendor Quality Assurance Analysis** – Process Focus, Methodology, Verify and Involvement
- B. Conduct Vendor QA Project Audit** – FMEA, 5’S Housekeeping, NCR Report, Lean Projects, etc.
- C. SMI Skill FOUR** – Vendor Quality Assurance Focus – Brainstorm Before, During and After

## PART D “ VENDOR QUALITY CONTROL PROGRAMMES ”

- 5. VENDOR QUALITY RESPONSE – RESULT-FOCUSED SOLUTIONS**
  - A. WIN Key Decision Influencers Support** – Design, Sales, Production and Quality PICs
  - B. Work with Vendor Team** – RIGHT Person In-Charge, Quality Solutions and Secure Commitment
  - C. SMI Skill FIVE** – Secure Vendor Commitment – Amplify Kaizen Benefits (Cost, Delivery and Orders)
- 6. VENDOR KAIZEN PROJECT – CONTINUOUS IMPROVEMENT**
  - A. Production ACHIEVE Quality Standards** – Verify/ Identify/Fix Issues and Inspection/Testing
  - B. Propose Vendor Kaizen Project** – Identify and Present Vendor Waste/Lean Opportunities
  - C. SMI Skill SIX** – Creative Thinking Strategies – Green, Yellow, White, Black, Red and Blue Solutions

## PART E “ VENDOR PARTNERSHIP and QUALITY IMPROVEMENT ”

- 7. VENDOR PERFORMANCE BENCHMARK and PLANNING**
  - A. Develop Vendor Partnership Plan 2021** – Focus on Business Value, Growth and Profits
  - B. Vendor Partnership Strategies** – Consolidate Suppliers, Relationship, Joint Projects and Incentives
  - C. SMI Skill SEVEN** – Present Vendor Partnership Plan 2021 – Objectives, Strategies and Action Plan